Amendments to the Drawings:

The attached sheet of drawings includes changes to Fig. 1. For the Examiner's

convenience, this sheet, which includes Figs. 1-10, replaces the original sheets including

Figs. 1-10.

Attachment: Replacement Sheet

Appl. No. 09/779,216

Amdt. dated November 11, 2003

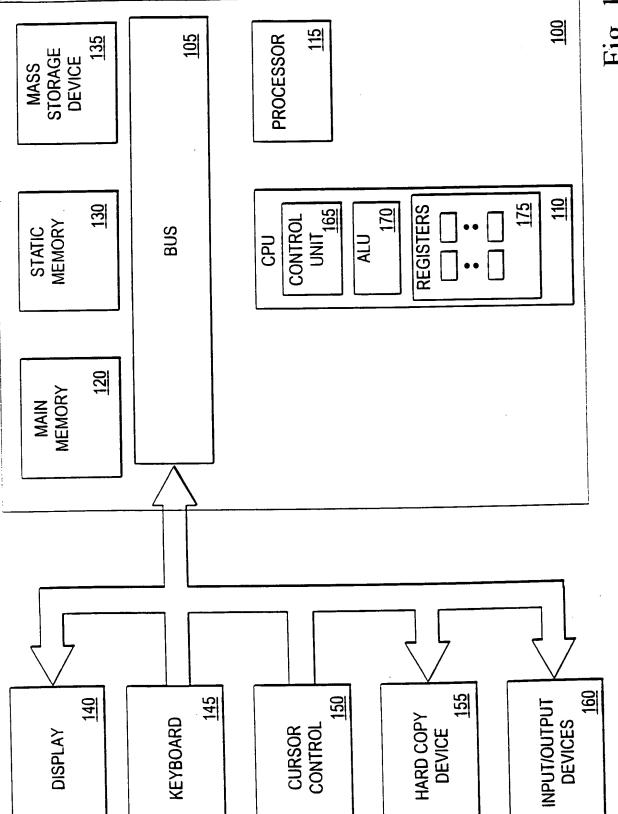
Reply to Final Office action dated August 28, 2003

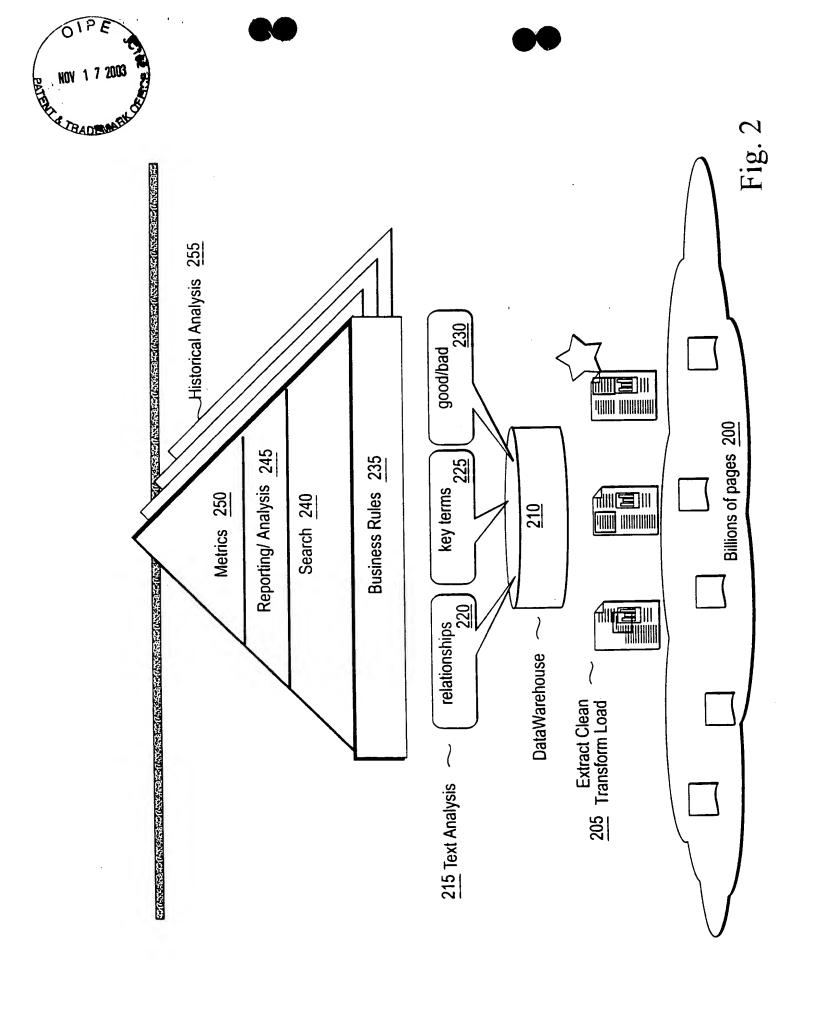
9

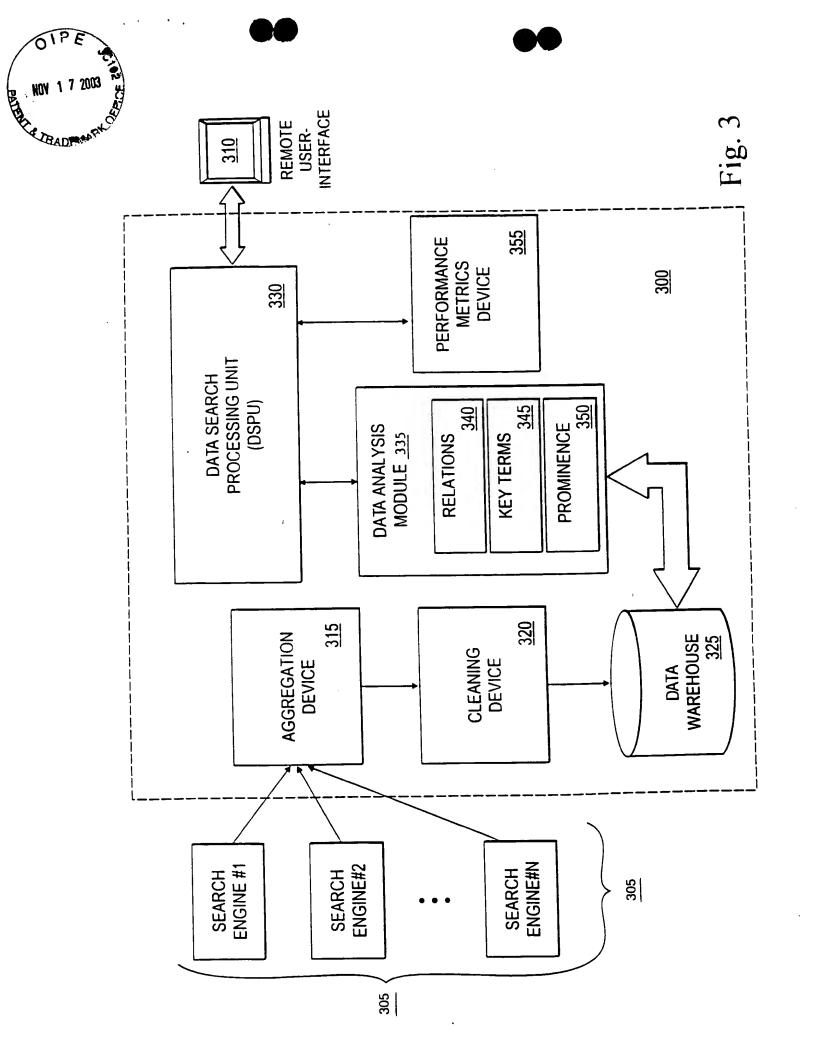
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Appl. No. 09/779,216 Amdt. dated 11-11-03

Reply to Office Action of 8-28-03 REPLACEMENT SHEET









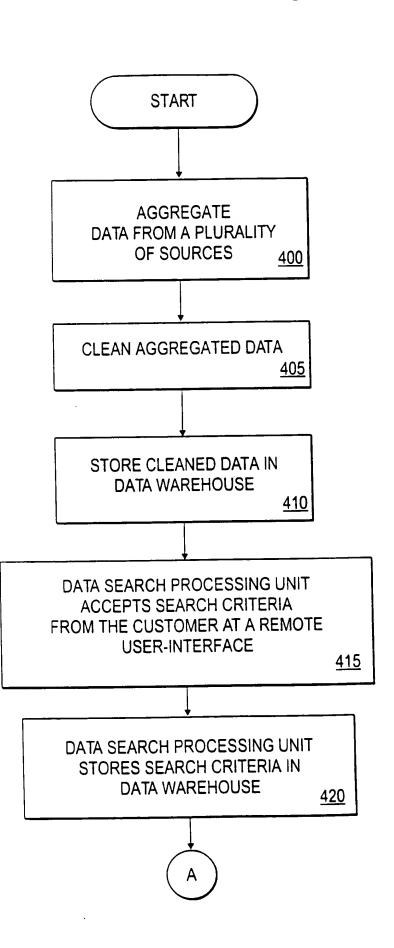
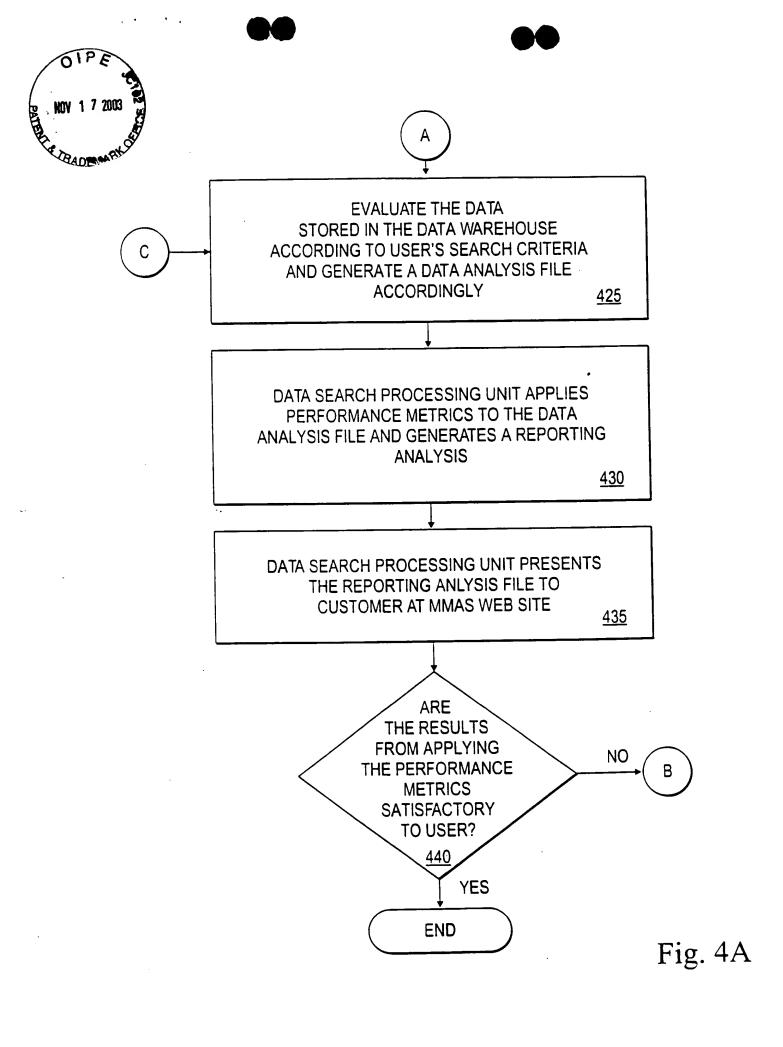
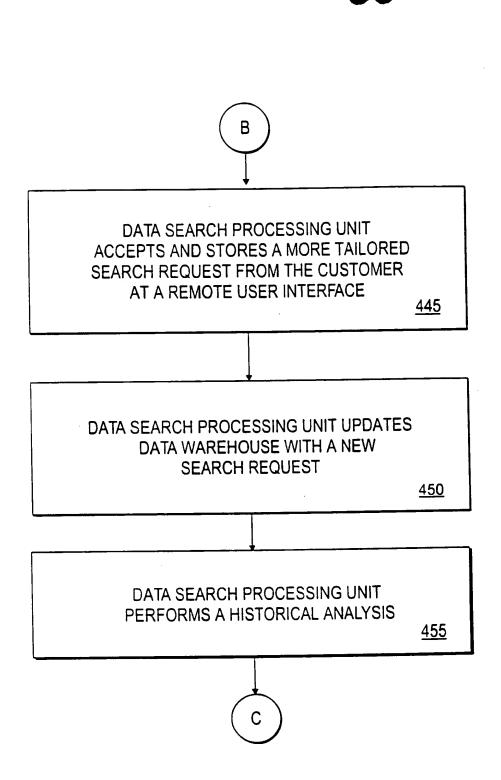


Fig. 4







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Fig. 5

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Siebel mindshare

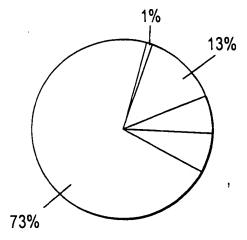
This report summarizes the mindshare in our space. Data is calculated using the rating defined by tl

Timeframe: 30 days

Rating Metric: Equal Weight ▼

Publications: All ▼

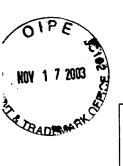
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Fig. 8